

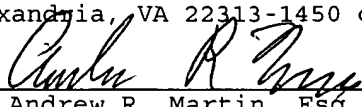
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application : Saima Khan  
No. : 09/398,222  
Filed : September 17, 1999  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED  
FROM A CUSTOMER DATABASE  
Examiner : Ricardo Pizarro  
Attorney's Docket : DAVOX-171XX  
Group Art Unit : 2662

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on April 28, 2006.

By

  
Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

NOTIFICATION OF LOSS OF ENTITLEMENT TO SMALL ENTITY STATUS

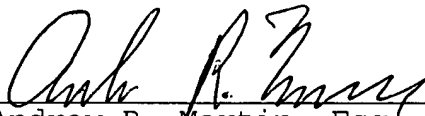
Mail Stop Issue Fee  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

Patentee respectfully requests removal of small entity status pursuant to 37 C.F.R. §1.27(g)(2). Applicant submits that there has been no attempt to fraudulently establish small entity status, but rather that a recent corporate merger prevents Applicant from claiming small entity at this time.

Respectfully submitted,

By

  
Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicants

Bourque & Associates, P.A.  
835 Hanover Street, Suite 301  
Manchester, NH 03101  
Telephone: (603) 623-5111  
Facsimile: (603) 624-1432

Date: April 28, 2006



PATENT

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Notice of Allowance dated : February 13, 2006  
Confirmation No. : 9791

In re application : Saima Khan  
Serial No. : 09/398,222  
Filed : September 17, 1999  
For : SYSTEM AND METHOD OF PROPAGATING  
EXCLUSION RECORDS IN A NETWORKED  
COMPUTER TELEPHONY INTEGRATION SYSTEM  
Examiner : Ricardo M. Pizarro  
Attorney's Docket : DAVOX-171XX  
Group Art Unit : 2662

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Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on  
4-28-06.

By

Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

LETTER TO THE CHIEF DRAFTSMAN

MAIL STOP ISSUE FEE  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

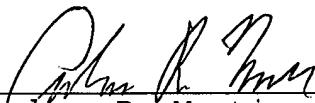
Pursuant to the Notice of Allowance dated February 13, 2006,  
submitted herewith in the above-identified application are formal  
drawings.

In re Application of: Saima Khan  
Serial No.: 09/398,222  
Filed: September 17, 1999  
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Kindly approve and substitute these formal drawings for the ones currently on file as appropriate, and charge any costs associated therewith to Patent and Trademark Office Account No. 02-3285. Triplicate copies of this transmittal letter are enclosed.

Respectfully submitted,

Saima Khan

By   
\_\_\_\_\_  
Andrew R. Martin, Esq.  
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Date: 4-28-06

Enclosures